

WINTER CUSTOMER SAVINGS INITIATIVE

Things customers can do today to manage costs and reduce bills

The *Winter Customer Savings Initiative* was launched to help customers reduce their energy use and save money, better manage their bills, and secure available energy assistance.

Reduce Energy Use

Reduce Energy Use and Lower Bills through Energy Efficiency

National Grid provides many energy efficiency programs and tips on its [energy efficiency web page](#). In addition, National Grid urges customers to consider conducting a home energy audit.

Through the No-Cost Home Energy Assessment, National Grid connects customers with an energy specialist who will create a customized energy report and provide no-cost energy-saving products, such as advanced power strips, low-flow showerheads, and programmable thermostats for installation in a home. Customers can be eligible for:

- 75 percent or more off approved insulation improvements and no-cost targeted air sealing, which lower energy bills, improve the efficiency of heating and cooling systems and increase comfort in the home.
- Rebates of up to \$2,750 on qualifying energy-efficient heating, cooling and water-heating equipment.
- Information on how to qualify for a 0 percent interest loan for eligible energy-efficiency improvements.

The value of home weatherization installation for National Grid customers through a Home Energy Assessment is on average over \$4,000.

Massachusetts customers are eligible for the assessments if they live in a one- to four-unit home. Interested customers can call 1-866-527-SAVE (7283).

Manage Bills

Manage Bills through Flexible Payment Options and Alternatives

National Grid provides various billing options for customers to help them manage their bills and create payment plans that work for them, including [the Budget Billing Plan](#) that spreads payments out more evenly throughout the year and [various flexible payment options](#) that can help customers control their monthly costs.

Customers can exercise their choice to purchase their gas and electricity from an alternate supplier other than National Grid. For customers that choose an alternative supplier or participate in a community choice aggregation, the cost of the supply portion of their bill is determined by that agreement.

National Grid encourages customers to understand the alternative supply options available to them, the details of each option and review available information at the Commonwealth of Massachusetts website, <https://www.energyswitchma.gov/#/>. Whether you use an alternate supplier or not, National Grid will continue to deliver your energy safely and reliably, respond to all service and emergency needs, and restore power during storms.

Get Assistance

Get Help Paying Bills through Financial Assistance Programs

For customers who need help paying their bill, National Grid offers payment agreements and other financial assistance. Some customers may also be eligible for assistance, even if they've never qualified before. Given the expected winter rates, National Grid is encouraging customers to consider enrolling in one or more of these payment assistance programs to help manage their bills through the winter. In addition, National Grid will connect customers with other organizations and agencies that may be able to provide assistance with energy bills. These include:

- *Home Energy Assistance Program* – helps income-eligible customers with winter heating bills. HEAP grants do not need to be paid back. Visit ngrid.com/billhelp for more information and to apply, or call 1-800-632-8175.
- *Massachusetts Emergency Rental Assistance Program (ERAP)* Massachusetts renters having challenges covering rent and/or utilities may qualify for up to eighteen (18) months of rental arrears and/or future rent, as well as overdue utilities arrears up to \$2,500. All rent and utility arrears must have been accrued after March 13, 2020. Call 2-1-1 for more information.
- *Forgiveness Program* -- The Forgiveness Program is available to customers on income-eligible discount rates who have a balance of at least \$300 that is more than 60 days past due. For more information or to enroll in the Forgiveness Program, call 1-888-211-1313.
- *Massachusetts Good Neighbor Energy Fund* -- The Massachusetts Good Neighbor Energy Fund is available to any Massachusetts resident who cannot meet a month's energy expense and is not eligible for state or federal energy assistance. Visit the [Good Neighbor website](#) or call 1-800-334-3047 (serving area codes 508, 617, 781, and 978) or 1-800-262-1320 (serving area code 413).

Customers can visit the National Grid [bill assistance web page](#) for more information.